



ADDENDUM

Customer Relationship Loan and Grant Management Solution RFP

January 5, 2021

Dear Vendor,

Please find below an addendum to the Customer Relationship Loan and Grant Management Solution RFP, following the optional pre-proposal conference held via WebEx Conference on Friday, December 11, 2020.

	Questions	Response
1.	After the new loan system's deployment, will the historical data be entered into the new system manually?	<u>CD:</u> No, the Vendor will need to migrate historical data from an existing database, including MS Access database, MySQL database. <u>ED:</u> No, the Vendor will need to integrate the historical data from Portfol, a Microsoft Access-based program.
2.	Are the applicants expected to sign digitally while submitting their applications?	Not a requirement, but open to this as a possibility.
3.	Are there other systems that require interfacing by the Loan and Grant Management Solution?	<u>CD:</u> The Grant Management System will need interfacing with the RESPEC Software and Accela System. RESPEC is a specification writing for the small-scale home rehabilitation project. The RESPEC is windows desktop software. The Department of Community Development and City's IT is upgrading the RESPEC software to SaaS. The Accela system is administrating the Lead Hazard Control program. Sub grantees' accomplishment activities will be integrated with the HUD IDIS via HUD IDIS EDI.

		<u>ED:</u> IDIS
4.	<p>Attachment G, Functional and Technical Requirements</p> <p>Should the proposer provide comments for each line item or only the ones marked with something other than 'yes'?</p>	Please provide comments only for the requirements marked with something other than "yes."
5.	<p>Confirm if the City of Cleveland is looking for modules to plug into your current financial platform.</p> <p>If not, would the City want a standalone solution?</p>	The solution must integrate with Advantage, the current financial platform.
6.	<p>Does the proposer's estimate need to include the workflows noted in Appendix A?</p> <p>Please confirm the areas of business that need to be addressed in response to the proposal are as noted below:</p> <p>a. Housing Development workflow b. Land Bank workflow c. Neighborhood Services rehab d. Neighborhood Home Maintenance Program - Exterior Paint</p>	<p><u>CD:</u> The proposer's estimates will need to include the workflows noted in Appendix A. The area of business are as follows:</p> <p>a. Housing Development Workflow b. Land Bank Workflow c. Neighborhood Services Rehab d. Neighborhood Home Maintenance Program- Exterior Paint/Roof/Housing Exterior Loan e. Tax Abatement Program e. Storefront Renovation Program</p>
7.	Does the system need to track and manage the tasks and activities for acquiring/proposing HUD funds?	<p><u>CD:</u> Yes. CD's Grant Management System will need to track and manage the task and activity based on the HUD matrix code and in line with the IDIS system requirements.</p> <p><u>ED:</u> Yes, regarding ED tasks and activities with HUD funds, require tracking.</p>
8.	Please provide details regarding the City of Cleveland's current financial platform?	The City's current financial platform is CGI Advantage. CGI Technologies and Solutions Inc develop the platform.

9.	How many loan and grant applications does the City of Cleveland receive in 30 days? How many of those are new applicants?	<p><u>CD:</u> CD has received about 20 project proposal applications on average per month for small-large scale housing development, public service, and community development activities.</p> <p>The Department of Community Development has received about 150 program applications per month for Land Bank, small-scale home rehab/maintenance, Lead control, Tax Abatement, and store renovation program.</p> <p><u>ED:</u> The Department of Economic Development received 10-20 applications per month before the pandemic. However, the availability of federal funding for small businesses has increased, ultimately reducing the number of applications we've received since March 2020.</p>
10.	Is there a deadline regarding when the system needs to be fully functional to accommodate the grant cycle?	No, however Federal funding begins on June 1 each year.
11.	Must an Ohio-registered small minority business also attempt to partner with Cleveland small businesses?	To get credit as a Cleveland Small Business, the company must already be registered with the City of Cleveland OEO. Remember, if a company you use will do it for less than the CSB you contact or the CSB cannot perform the needed work, you can still use another subcontractor. You NEED to document which CSBs you contacted and why you did not choose them.
12.	OEO FORMS- Are the attachments broken out anywhere on the City of Cleveland's website in Word or Excel?	<u>They are only available in PDF format for now.</u>
13.	<p>Page 4, Background Information,</p> <p>Of the 18 full-time ED employees, how many will be high volume users?</p> <p>How many low volume users?</p>	<p><u>CD:</u> Total users 62 Super Users: 39 Regular Users 23</p> <p><u>ED:</u> Total Users: 18 (a) Super Users: 12</p>

	<p>Please be advised the volume usage is defined by the following:</p> <ul style="list-style-type: none"> a. High volume - logged into the system 40 or more hours per month (typically Administrators, "super users," etc.) b. Low volume - logged into the system less than 40 hours per month (project managers, grant managers, etc.) 	<p>(b) Regular users: 6</p> <p>We expect to have the capacity to add users as we grow.</p>
14.	<p>Page 4, Background Information,</p> <p>Of the 81 full-time CD employees, the RFP states that 50 of these employees directly manage and process grant applications, reports, and payments.</p> <p>Would those 50 users be considered high volume?</p> <p>If not, how many high and low volume users will there be of the 81 total employees?</p>	<p><u>CD:</u> There are 75 full-time employees in the CD. 62 manage and process grant applications, reports, and payments.</p> <p>39 are high-volume users, while the rest can be categorized as lower-volume users.</p>
15.	<p>Page 5, Item I,</p> <p>Are the activities noted in the RFP associated with a "grant" or a "project?"</p> <ul style="list-style-type: none"> a. Economic Development Projects b. Small Business Activities c. Public Service Activities 	<p><u>CD:</u> the following activities are related to the project</p> <ul style="list-style-type: none"> b. Small Business Activities c. Public Service Activities d. Community Development Activity e. Small-Scale Housing Rehabilitation f. Small-Scale Home Maintenance g. Small-Scale Housing New Construction

	d. Community Development Activity e. Small-Scale Housing Rehabilitation f. Small-Scale Home Maintenance g. Small-Scale Housing New Construction h. Large-Scale Housing Development i. Lead Hazard Control program j. Land Bank Applications	h. Large-Scale Housing Development i. Lead Hazard Control program j. Land Bank Applications <u>ED:</u> For Economic Development Projects, these projects can include loans, grants, and a combination of other assistance.
16.	Page 5, Item III, Are funding sources used to fund the City's grant program and then subsequently fund grants?	<u>CD:</u> Federal, State, and local funding sources can be used to fund the CD's Grant program (i.e., It includes HUD CDBG, HOME, ESG, HOPWA, Council NDA, CDC Competitive grant, etc.). <u>ED:</u> In some cases, the City receives outside grants and HUD Section 108 loan funding that is then disbursed to sub-recipients.
17.	Page 5, Item VI, Provide clarification on what is meant by "project level."	<u>CD:</u> A project is a unit of a sub-grant program. A project can include multiple activities or a single activity. A sub-grantee can submit a proposal for activities. The proposal becomes a project after the Department has granted funding. According to the Federal, State, and private regulatory requirements, the Grant Management System will need to track each project's compliance and flag non-compliance. This will include a federal funding eligibility review to identify the proposed activities of the proposals. The system will also need to track whether a project follows the compliance requirements, including Environment Review, Section3, Davis-Bacon, URA, etc. <u>ED:</u> The project level is where all funding sources and uses for a project have been identified. This would include any City funding and assistance.
18.	Page 5, Item VI, For each grant awarded, can there be multiple projects, or does a "grant" equate to a single "project"? Is a "grant" synonymous with a "project"?	<u>CD:</u> A grant that includes multiple projects. A grant is not synonymous with a project. The terms are not interchangeable in the RFP. <u>ED:</u> Yes, for an external grant awarded to the City, there can be multiple projects under that grant. For internal City-funded assistance, typically, a grant and or loan is allocated to a single project.

	Are the two terms grant and project used interchangeably throughout the RFP document?	
19.	<p>Page 6, Item X,</p> <p>Will the City of Cleveland staff provide HUD EDI expertise, or should the awarded Vendor provide ALL knowledge and effort for integration?</p>	<p>The awarded Vendor should need to provide all knowledge and effort for a solution for the integration with HUD IDIS EDI: https://files.hudexchange.info/resources/documents/IDIS-Online-Electronic-Data-Interchange-Objects.pdf</p> <p>.</p>
20.	<p>Page 6- In the "Requested Scope of Services" section,</p> <p>The following requirement: <u>The solution's database shall be accessible to the Cleveland GIS Enterprise database and interact with the CD's existing rehabilitation specification writing software and Lead module in the Accela System.</u></p> <p>Is it required to have access to the solution's database? Should the Cleveland GIS Enterprise be assigned a login and password?</p> <p>Will this user need access to retrieve data manually and run queries?</p> <p>Or will this user just set up an automated export of the desired data into your database?</p>	<p>CD: CD will visualize the project location and track the project's status on the GIS web. Currently, the project information is transferred from the database to the Cleveland GIS database daily. Similarly, the solution will need to transfer data to the Cleveland GIS database in the City's network or be integrated with the City's Cleveland GIS.</p> <p>It may require to have limited GIS users access to the solution's database.</p> <p>If the solution allows users to set up an automated export of the desired data into the City's Cleveland GIS Database, this will be acceptable.</p>
21.	<p>Page 6, User Acceptance Testing and Training,</p> <p><u>"The proposer will be required to train all users and their immediate</u></p>	<p>The proposer will need to provide training for all users. Only virtual training will be considered at this time.</p>

	<p><u>supervisory staff on the utilization of the software."</u></p> <p>How many total people does this include?</p> <p>Are you open to virtual training (given the current COVID situation)?</p> <p>Are you open to train-the-trainer along with traditional training?</p>	
22.	<p>Page 23, Section A - <u>"Proposers are required to make a good faith effort to subcontract portions of the work to certified Minority Business Enterprise (MBE), Female Business Enterprise (FBE), and CSB firms, consistent with the subcontracting goal(s) applicable to this RFQ."</u></p> <p>a. Can you confirm the subcontracting goal for this project? The RFP states that the standard goal is 10%. The Equal Opportunity forms do not specify a percentage. Do we have to use subcontractors at all?</p> <p>b. Does this subcontracting goal have to be met by a Cleveland MBE, FBE, or CSB? If we are an MBE (Maryland), does that count</p>	<p>a. The goal is 10%.</p> <p>b. All companies, including Cleveland Small Businesses, should attempt to subcontract. We cannot honor out of state certifications for legal reasons.</p>

	towards the goal?	
23.	<p>Page 47- The Contract Administration and Compliance Section Workflow,</p> <p>Do the contract administration and compliance section workflow apply to all business areas noted above?'</p>	<p>No, the workflow found on page 47 is for the proposals for the public service, community development, and Council program activities. CD's Contract Administration Section receives all those proposals and processes with the Compliance Section.</p> <p>The Housing Development Office receives all housing development related proposals and processes with Compliance Section to follow workflow on pages 48 and 49.</p> <p>. The standard process is as follows:</p> <ul style="list-style-type: none"> • Proposal submission/Program application • Eligibility review • Contract Certification * Compliance Review required • Construction • Payment process *Compliance Review required • Close out & contract decertification <p>Land Bank/Store Renovation/ Tax Abatement application does not require Compliance review.</p>
24.	<p>Section 3, Letter E, Vendor Client Reference</p> <p>Would you allow the subcontractor's past performance reference to satisfy this form?</p>	<p>The reference should be within the last five years</p>
25.	<p>Should data migration be considered as part of our scope? If yes, do the CD and ED IT staff have the capability and capacity to provide data in a specific format for conversion into the new solution (i.e., a CSV file format)?</p>	<p><u>CD:</u> Yes, the migration is a part of the scope of the work. CD's IT staff can provide data in the MS Access database for conversion as a required format. Regarding the MySQL database, the Vendor will need to migrate data.</p> <p><u>ED:</u> Yes, data migration is considered part of the scope. Yes, ED's IT staff should have the capability and capacity to provide data into a specific conversion format, depending on the format needed.</p>

<p>26.</p>	<p>The Community Development functional requirements are very extensive. Will you please provide the summary of these requirements in writing?</p>	<p>CD: Summary of CD's Grant Management System- CD's grant programs fall into two categories (Functional requirement 5):</p> <ol style="list-style-type: none"> 1) project proposal from sub-grantees or partners (look at the workflow page 47-49) <ul style="list-style-type: none"> • Community development/public service activities/Council program activity (NDA/CASINO) - managed by Contract Administration Section • Small-scale housing new construction/large scale housing development - managed by Housing Development Office 2) Program application from an individual resident <ul style="list-style-type: none"> • Small-scale housing rehabilitation/housing maintenance activities/Land Bank/ Storefront Renovation program/Tax Abatement program <p>The solution will need to provide a different user interface for different program groups' users.</p> <p>The sub-grantees or individual applicants can create a user account and apply to the grant programs via the online submission portal.</p> <p>The portal will receive the necessary information, narratives, itemized funding by proposed activities, and necessary supportive documents.</p> <p>The solution should allow users to generate proposals and applications with existing data (Functional requirements 5, 6, 7, & 9).</p> <p>The solution will provide sub-grantees and individual applicants with the ability to track their applications' status (Functional requirement 10).</p> <p>The system allows awarded sub-grantees to create contract drafts, update the accomplishment of proposed activities on the contract, and generate monthly payment reimbursement reports (Functional requirements 13 & 16, 27).</p> <p>The system enables sub-grantees and contractors to request payment draw via the online system. The solution also allows sub-grantees to request the Compliance review for development activities to use federal funding (Functional requirement 4).</p>
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27.	What is the estimated value for this project? Will it be the lowest priced Vendor who wins the bid?	The City will contract with the most advantageous bid, which may not be the lowest bid received.
28.	What are existing web applications in use (for contract draft and payment package draft tool)?	<p>The Vendor will need to provide an online submission portal to receive the proposals with narratives, itemized funding by proposed activities, and supporting documents.</p> <p>The system enables users to generate a contract draft using existing data in the database if the Department granted the sub-grantees proposal.</p> <p>The system enables the sub-grantees to update their accomplishment of proposed activities activity monthly. The solution can then generate the monthly payment reimbursement report based on the accomplishment using the existing data.</p>

		The system also enables the sub-grantees to submit the payment reimbursement request, including the payment reimbursement report.
29.	What is currently used for the City's Enterprise GIS database?	Currently, The Land Bank and the Paint Program. CD plans to utilize all program information to visualize the project's location and progress on the GIS.
30.	What is the variance in processes** for each program's loans/ grants (like Economic development vs. small scale housing vs. large scale housing)?	<p><u>CD:</u> It depends on how the programs are regulated. Please refer to pages 47-49 for the variation by project proposal from sub-grantees or partners. The standard process of the project proposal is as follows:</p> <ul style="list-style-type: none"> • Proposal submission/Program application • Eligibility review * by Compliance Section • Contract Certification * Compliance Review required • Construction • Payment reimbursement process *Compliance Review required • Closeout & contract decertification <p>Please refer page 50-for the variation by the program application from an individual resident</p> <ul style="list-style-type: none"> • Small-scale housing rehabilitation workflow page 51 • housing maintenance activities workflow page 52 • Land Bank workflow page 50 • Storefront Renovation program: application submission – approval – design – construction -reimbursement • Tax Abatement Program: application submission – approval <p><u>ED:</u> For ED, there are two main processes for loan and grant approval.</p>
31.	When is the anticipated start date of the project, and what is the period of performance?	TBD
32.	Would the City of Cleveland consider a loan and grants approval process within the new system, or will it be done offline?	The Grant approval process will be part of the new solution.